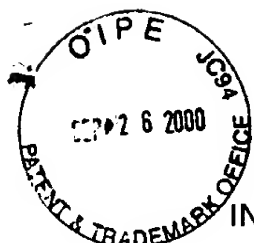


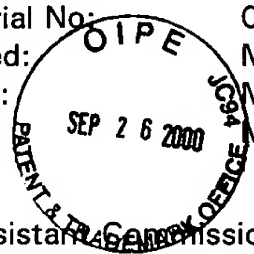
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ATTORNEY'S DOCKET NO: C0441/7159

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Lundy Lewis
Serial No: 09/577,225
Filed: May 23, 2000
For: METHOD AND APPARATUS FOR SERVICE LEVEL
MANAGEMENT (SLM)



Assistant Commissioner for Patents
Washington, D.C. 20231

Transmitted herewith is/are the following document(s):

- [X] Information Disclosure Statement
- [X] Form 1449 w/references

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JAN 04 2001

Technology Center 2100

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at (617)720-3500, Boston, Massachusetts.

No fee is required. If the fee is insufficient, the balance may be charged to the account of the undersigned, Deposit Account No. 23/2825. A duplicate of this sheet is enclosed.

h Respectfully submitted,

HEREBY CERTIFY THAT THIS CORRESPONDENCE IS DEPOSITED WITH THE UNITED STATES POSTAL SERVICE AS FIRST CLASS MAIL IN AN ENVELOPE ADDRESSED TO: ASSISTANT COMMISSIONER FOR PATENTS, WASHINGTON, DC 20231

9-22-00

DATE

Therese A. Hendricks
THERESE HENDRICKS

By: *Therese A. Hendricks*
Therese A. Hendricks
Registration No. 30,389
Wolf, Greenfield & Sacks, P.C.
600 Atlantic Avenue
Boston, MA 02210
Tel. (617)720-3500

Docket No. C0441/7159
Dated: September 19, 2000
XNDD

TO 2000 MAIL ROOM

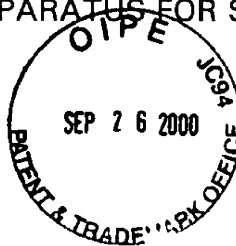
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ATTORNEY'S DOCKET NO: C0441/7159

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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For: METHOD AND APPARATUS FOR SERVICE LEVEL MANAGEMENT (SLM)



Assistant Commissioner for Patents
Washington, D.C. 20231

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STATEMENT FILED PURSUANT TO THE DUTY OF
DISCLOSURE UNDER 37 CFR §§1.56, 1.97 AND 1.98

Pursuant to the duty of disclosure under 37 C.F.R. §§1.56, 1.97 and 1.98, the Applicant requests consideration of this Information Disclosure Statement.

PART I: Compliance with 37 C.F.R. §1.97

This Information Disclosure Statement has been filed before the mailing date of a first Office Action on the merits in the above-identified case. No fee or certification is required.

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PART II - Information Cited

[X] A. The Applicant hereby makes of record in the above-identified application the information listed on the attached form PTO-1449 (modified). The order of presentation of the references should not be construed as an indication of the importance of the references.

[] B. The Applicant hereby makes the following additional information of record in the above-identified application:

[] PART III: Explanation of Non-English Language References and Remarks
Concerning Other Information Cited

The following is a concise explanation of the relevance of each non-English language reference listed on the attached form PTO-1449 (modified):

The following are remarks concerning the other information cited:

PART IV: Remarks

A copy of each of the above-identified information is enclosed unless otherwise indicated on the attached form PTO-1449 (modified). It is respectfully requested that:

1. The Examiner consider completely the cited information, along with any other information, in reaching a determination concerning the patentability of the present claims;
2. The enclosed form PTO-1449 be signed by the Examiner to evidence that the cited information has been fully considered by the Patent and Trademark Office during the examination of this application;
3. The citations for the information be printed on any patent which issues from this application.

By submitting this Information Disclosure Statement, the Applicant makes no representation that a search has been performed, of the extent of any search performed, or that more relevant information does not exist.

By submitting this Information Disclosure Statement, the Applicant makes no representation that the information cited in the Statement is, or is considered to be, material to patentability as defined in 37 C.F.R. §1.56(b).

By submitting this Information Disclosure Statement, the Applicant makes no representation that the information cited in the Statement is, or is considered to be, in fact, prior art as defined by 35 U.S.C. §102.

Notwithstanding any statements by the Applicant, the Examiner is urged to form his own conclusion regarding the relevance of the cited information.

An early and favorable action is hereby requested.

Respectfully submitted,

By: Therese A. Hendricks

Therese A. Hendricks
Reg. No. 30,389
Wolf, Greenfield & Sacks, P.C.
600 Atlantic Avenue
Boston, MA 02210
Tel. (617)720-3500

Docket No. **C0441/7159**

Dated: September 19, 2000